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Arthur Isley tapped as Small Agency Transition Project Manager

At press time, VITA had successfully transitioned seven small-sized agencies to be fully supported by the VITA operational staff. The majority of the remaining small agencies are tentatively scheduled to transition prior to the end of November, with the remainder occurring in December.

This transition process is of utmost importance to VITA and the staff involved. VITA appreciates the tremendous work effort agencies are putting into responding to the many different information-gathering needs occurring during the transition process.

Although few personnel transfer to VITA during Phase II (Small Agency Transition), support requirements provided by VITA will intensify. It will be challenging, yet in the end, it will be rewarding to see small agencies receive increased support previously not experienced.

To direct this groundbreaking effort, Arthur Isley, on loan from the Department of Transportation (VDOT), has been tapped as Project Manager for Small Agency Transition. Arthur will be monitoring the tasks and timelines necessary to ensure small agency transition is a success for both the agencies and for VITA.

"I have personally found this task to be vastly different from any other one in which I was involved," Isley commented. "It is both rewarding and taxing. There is a great dedicated support team that exists within VITA and the extended VITA staff at VDOT that is paramount in keeping the transition process going."

The coordination and management of small agency transition is a critical undertaking. Arthur is leading and scheduling three technical teams that will standardize and optimize agencies mid-September through December 2003. The groundwork that these teams lay will guide medium and large agency transition processes as well.

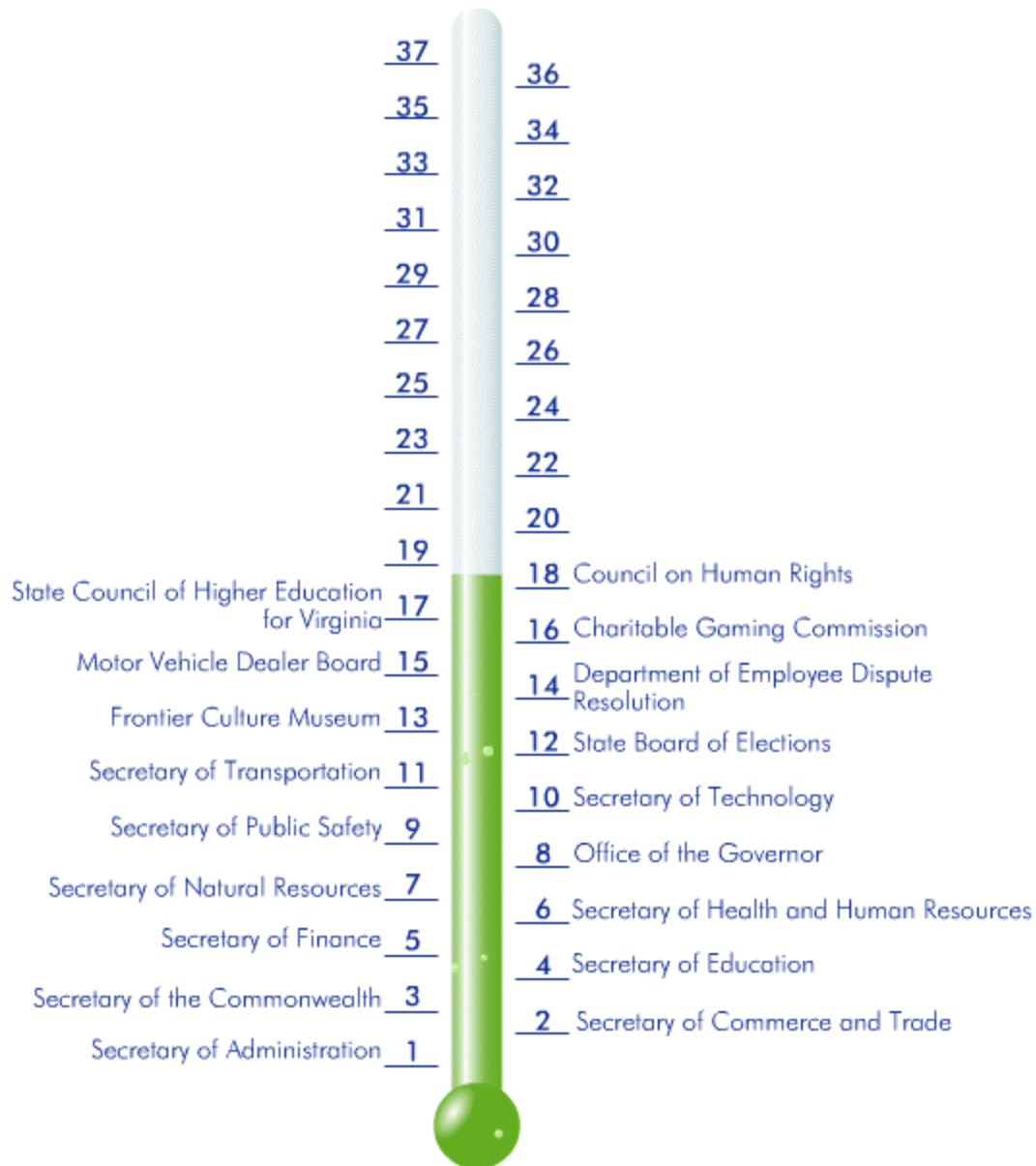
When asked about the lessons being learned during this phase of transition, Isley added, "I think VITA is learning a great deal about the process in general and will use this to help transition the next round of agencies. Medium and large agencies will likely present slightly new and differing



Arthur Isley is leading VITA's effort to transition small agencies.

challenges for their transitions. Once VITA has comprehensively transitioned all agencies, they can begin the final transition of infrastructure and will be able to capitalize on the greatest potential savings for the Commonwealth in the operational technology area.”

Small Agency Consolidation Progress



Final Operating Plan submitted to General Assembly

On June 5, 2003, Governor Mark R. Warner issued Executive Order 50 (03), *Establishing Reporting Procedures to the General Assembly and the Public Concerning the Reform of Information Technology in Virginia State Government*. As stated in EO50 (03):



Successfully implementing the legislation will require extensive cooperation between the executive and legislative branches of state government. Conveying timely information to the General Assembly on the implementation of this legislation will assist with the necessary executive/legislative branch cooperation in implementing the IT reform legislation.

The key component of the reporting requirements included in EO50 (03) is a Master Operating Plan for VITA.

VITA delivered the final Master VITA Operating Plan to members of the General Assembly on Aug. 29. The Operating Plan includes changes resulting from feedback received during the public comment period and updates from the past month.

In it you will find information on the organization, proposed structure and process for negotiating the memoranda of agreement with VITA's customer agencies, a schedule of rates, a description of the standard process to be used to review and approve major IT projects and much more.

To read the full text of the VITA Operating Plan, visit the VITA Web site at www.vita.virginia.gov.

About the Cover of the VITA Operating Plan

VITA equals people first, customer-driven and customer-focused, and is committed to growing its people through ongoing training throughout their professional careers. In our animated logo on the Web site, we highlight individuals of our agency that make VITA a success seven days a week, 365 days a year. Our first logo, seen on the cover of the Operating Plan, featured the following outstanding VITA employees (from left to right): Chris Saneda, Director, Customer Support Services; Susan Woolley, Director, Acquisition Services; Michael Treagy, Web Services Group; and Judy Marchand, IT Manager, Strategic Development. The logo changes quarterly; it currently features four other VITAzens. Please visit the site to learn more about the new faces in this season's logo: www.vita.virginia.gov.

VITA leadership sets up headquarters at 411 East Franklin Street

Results of a study conducted to determine best practices for organizations that are widely distributed the way VITA will be showed that the “hub-and-spoke” configuration is the best approach. It calls for centralizing executive offices into a “hub” with the working locations (like VITA Operations and others to come) as “spokes” connected to the hub. VITA's leaders strongly believe that this arrangement is forward-looking and is an important adjustment to ensure optimal operations in the new model for information technology governing.

VITA's management team moved into temporary offices at 411 East Franklin Street in early July. On Oct. 6, they took up residence in permanent space on the fifth floor of the building.

This new space offers distinct advantages. First, by sharing a centralized space top leadership can work as a closely functioning team and identify, and take advantage of, the many interdependencies across the organization. The goal is to promote and enable disciplined teamwork, one of the VITA values, which is critical to the effective functioning of the leadership team.

Secondly, the space will allow VITA to accommodate anticipated growth. Space planning has begun to best make use of the additional offices made available in the Richmond Plaza Building. This will allow room for expansion as permanent staff continues to be absorbed.

Lastly, some portion of this space will be used to accommodate those partners from other agencies who are now working actively with VITA. They will need adequate, convenient space where they and VITA personnel can work closely together.



On July 12, VITA's executive management team moved to its new headquarters at 411 East Franklin Street.

Employment opportunities at VITA



VITA is an engaging, dynamic, and VITAL organization for which to work, with significant opportunities for IT-related training and advancement not currently available in state government. VITA is committed to putting the right people in the right jobs.

All new positions, leadership positions, and new technical positions will be filled via a competitive process. Because VITA is committed to the state workforce, all technology-related positions will be competed among state employees before being open to the general public.

Anyone interested in working at VITA is encouraged to check the VITA Web site and click on “Employment Opportunities” at the bottom of the page. Or go directly to the job listing page at: www.vita.virginia.gov/jobs/jobListing.cfm. New postings will be occurring on an ongoing basis.

VITA is building on the "Pillars of Success"

VITA's model for Operational Excellence considers our customers and the pillars on which VITA will succeed. By being the best and most efficient in both cost and process, VITA will be a model for operational excellence.

To achieve operational excellence, we clearly define what VITA is and also what it is not. VITA is not currently focused on providing highly customized, single solutions. We focus on the solutions that can be developed once and utilized by many. VITA is not currently focused on embracing each and every cutting edge technology as it emerges - we adopt new technologies when they provide a means to address specific customer needs.



With our focus on customers, the model takes a five-pronged ("pillared") approach and builds a unique and dynamic way of doing business within state government.

The pillars on which VITA will build its success:

Excellence in service delivery - VITA customers can expect and have a right to demand the best in consistent and reliable delivery of solutions - what we promised, when we promised it.

People = Assets - VITA's most important asset is people - talented, skilled state IT professionals who can deliver. They will be enabled through

ongoing training, skilling, and re-training throughout their professional careers.

Success through partnerships - Our success will be celebrated as the product of a partnership between VITA, our customers and our suppliers - working together to find new ways of getting things done.

Technology solutions - VITA understands our customers' businesses and follows the rapid development and changes in technology. VITA applies new technologies to solve real business problems for our customers. We will deliver solutions, not just services.

Transparency - There are two concepts to 'transparency'. One is that VITA's customers expect technology services to be like a utility ("the light switch") - something that is just there, yet is evolving and transforming over time. The other is that we want to operate according to open, consistent and clear practices and principles so that the process of planning, provisioning and delivering IT services is a 'glass house.'